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# CALIFORNIA UNEMPLOYMENT INSURANCE APPEALS BOARD JOB OPPORTUNITY

**DATE:** June 9, 2006

**POSITION:** **SYSTEMS SOFTWARE SPECIALIST I**  
Permanent Full Time  
**Final Filing Date has been extended by 10 days**

**SALARY:** \$4731 - \$5753

Position Action #56-218A

**LOCATION:** **CUIAB, Admin/Information Technology Section**  
2400 Venture Oaks Way, Suite 400, Sacramento, CA 95833

**POSITION DESCRIPTION:**

Under the general direction of the Senior Information Systems Analyst (Supervisor), Networking Operations Unit, the Systems Software Specialist (SSI) is responsible for support of the Department's Wide Area Network (WAN), Local Area Network (LAN), and desktop computers for all CUIAB Field Offices, Hearing Facilities and Work at Home customers. The incumbent will work closely with other Staff Information Systems Analyst/Associate System Software Specialists on a variety of issues and projects. The ability to analyze situations and provide solid solutions to problems is essential.

- Design, install, and configure network hardware and software. Identify, diagnose, analyze, coordinate and resolve customer hardware, software, and networking problems. Utilize network analyzer tools for troubleshooting and improvement of network usage. Acts as lead analyst for the Network Operations unit.
- Assist the System Administration Unit with the Solaris Server Administration which includes monitoring, researching, analyzing, and installing server patches for servers and software to ensure consistent operation level. Research, troubleshoot and resolve PC and printer problems. Produce and maintain network documentation.
- Monitor, analyze and document WAN traffic for abnormalities and connectivity issues as related to Frame Relay, ATM, TI and DSL.
- Work with first and second level Internet Service Providers and DATA Service Providers to resolve connectivity issues as necessary to maintain network availability which requires skillful and excellent communication skills in order to obtain the desired outcome.
- Act as the expert representative for the Networking Unit at meetings; this requires the ability to analyze, determine possibility and/or feasibility, and respond to management proposals.
- Research and recommend new technologies that may benefit the department. Research and study articles, trade magazines and the internet to stay informed about current bugs and fixes related to the structure, architecture and components of the network and provide recommendations.

**WHO SHOULD APPLY:**

Persons who are currently in the class of Systems Software Specialist I, or other classes within transfer range or have list eligibility. SROA and surplus employees will be given first consideration.

**SUBMIT APPLICATION**

**(Form 678) to:** **California Unemployment Insurance Appeals Board**  
Attn: Ingrid Azvedo, APA  
2400 Venture Oaks Way, Suite 400, Sacramento, CA 95833

**CONTACT:** For more information about this position, contact  
Rafael Placencia at: (916) 274-0686

**FINAL FILING:** **June 23, 2006** (**Final Filing Date has been extended by 10 days**)

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